

# THE UPDATE



## CCNC part of national effort to improve pediatric EHRs, reduce “incredible workarounds”

CCNC’s expertise in pediatrics and data use is playing a role in national efforts to improve the functionality of pediatric EHRs. The work of CCNC’s Marian Earls, MD, deputy chief medical officer, and Kern Eason, program manager, was recently featured in healthcare publications *Healthcare Informatics* and *EHR Intelligence*.

In *Healthcare Informatics*, Dr. Earls spoke about the gaps in EHR systems and CCNC’s efforts to develop vendor guidance, specifically around developmental and behavioral screening. Her work to evaluate EHRs was funded by a grant from the U.S. Department of Health and Human Services’ Office of the National Coordinator for Health Information Technology (ONC).

“Too often pediatricians are doing “incredible workarounds” or entering patient data into the EHR system manually,” said Dr. Earls. “We developed a vendor guide to help people incorporate this information in ways more useful to the practice and provide structured data.”

In *EHR Intelligence*, Kern Eason discussed the need to incorporate social determinants of health into pediatric EHRs. “How do you screen for that, and how do you deliver support for families around transportation and housing and other factors in care?” said Eason. “Most EHR systems aren’t able to track referrals to community agencies around those types of concerns.”



**Marian Earls, MD**

Deputy Chief Medical  
Officer & Pediatrician



**Kern Eason**

Program  
Manager

*Healthcare Informatics* article  
<http://ccnc.care/ehrstoryone>

*EHR Intelligence* article  
<http://ccnc.care/ehrstorytwo>

## Practice transformation hit its stride

CCNC is committed to helping North Carolina's medical practices get ready for value-based reimbursement and other system changes. Currently in the third year of a four-year CMS cooperative agreement under the Transforming Clinical Practice Initiative (TCPI), CCNC's "Practice Transformation Network" effort – one of 29 selected PTNs in the country – is making significant progress in moving practices through the five stages of transformation.

### PTN by the numbers

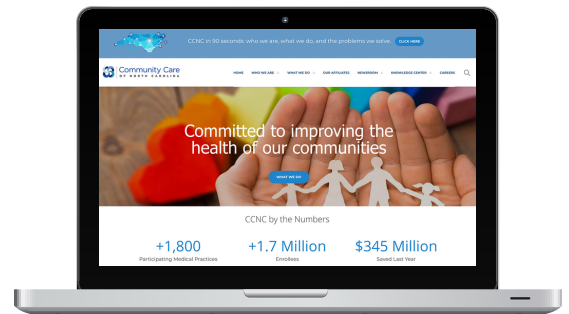
- 106** Practices that have "graduated" from PTN
- 60** Percent of practices in Phase 3 of transformation or higher
- 352** Practices reporting on two or more clinical measures
- 189** Practices reporting at least one clinical measure
- 102** Practices supported by Behavioral Health Integration specialists
- 123** Practices supported by pharmacists in medication management
- 129** Practices connected to CPESN pharmacies

More information about CCNC's Practice Transformation initiative here: <http://ccnc.care/ptn>.

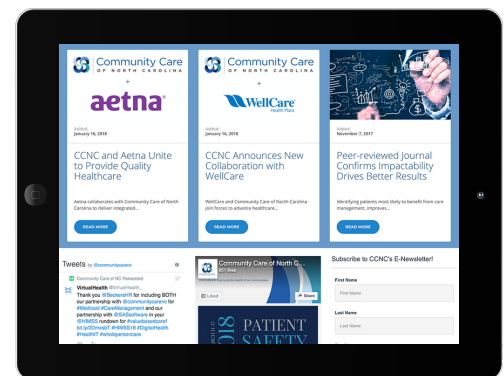
## CCNC launches new website

CCNC is pleased to announce the debut of a more interactive website with improved graphics and better functionality on mobile devices. It's all part of the new CCNC – modern, efficient, and ready to partner in improving the health of North Carolina's communities.

Visit [www.communitycarenc.org](http://www.communitycarenc.org).



New, **modern** look that is user-friendly and **easy to navigate**

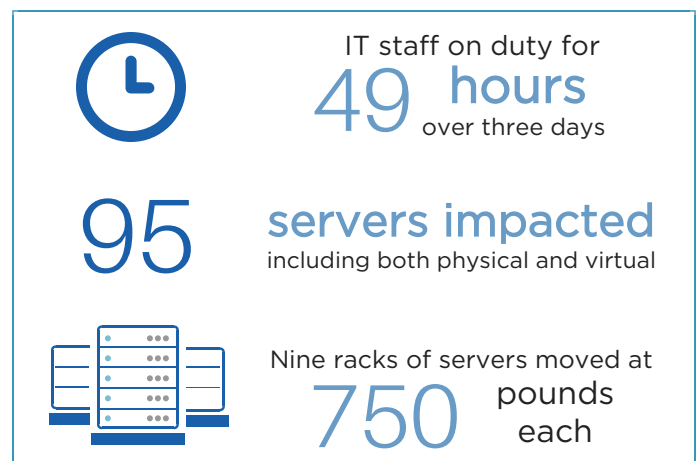


**Reorganized design** makes CCNC's most recent **news** and **social media** posts quicker to find

## Data center upgrade improves disaster recovery capabilities

Last month, CCNC moved 95 servers and completely reconfigured its complex data system. The new configuration will boost operating efficiency and improve CCNC's disaster recovery response, which is important to maintain continuity of operations under adverse conditions such as hurricanes, floods, and power outages.

"Thanks to all Central Office employees who worked directly or indirectly in support of this initiative," said Michael Ruffin, senior project manager at CCNC. "This project was a large one, with an aggressive timeline, but the team responded enthusiastically to the challenge, putting in long hours on nights and weekends while working collaboratively to finalize the changes and get the new system up and running quickly."



# Second CCPN conference coming April 29, 30 in Greensboro

Community Care Physician Network, North Carolina's largest network of independent primary care providers, holds its second annual Clinicians Conference at the Grandover Resort in Greensboro later this month. A draft agenda is available at: <http://ccnc.care/conferenceagenda>. Key event speakers are noted below.



**Patrick Conway, MD**

President & CEO of  
Blue Cross Blue Shield



**Dave Richard**

Deputy Secretary of  
Division of Medical Assistance



**Art Jones, MD**

Principal of  
Health Management Associates

Registration is open to all CCPN-participating clinicians (spots are limited) and includes one-night hotel stay, evening reception, dinner, and breakfast. To register, go to the CCPN website: <http://ccnc.care/clinicianconference>.

## Impactability helps ACO rein in costs

A collaboration between one of CCNC's local networks and an Accountable Care Organization (ACO) demonstrated significant savings in a population of 20,000 Medicare patients.



Estimated savings of approximately  
\$2,158 per member per month



47% lower 30-day readmission rate  
for member population than the  
control group



Approximately \$1.9 million in  
estimated savings annually for the  
transitional care population

**Want to know how CCNC saved an ACO more than a million dollars?**

Contact Paul Mahoney at [pmahoney@communitycarenc.org](mailto:pmahoney@communitycarenc.org) for more information.



## Dr. Bucknor driving clinical efforts at CCNC

Michelle Bucknor, MD, MBA, joined CCNC in November 2017 as Chief Medical Officer.

Dr. Bucknor received her medical degree from the University of Maryland's School of Medicine, completed her pediatric residency at the University of Maryland Hospital System, and earned her MBA in Healthcare Administration from Avila University. She has over 20 years of experience in pediatric primary care in underserved populations and a strong interest in improving outcomes through community efforts to address social determinants of health.

As an Associate Medical Director at Children's Mercy Pediatric Care Network in Kansas City, she was responsible for development and expansion of a Medicaid value based incentive pro-gram and for creation of a Patient Centered Medical Home Practice program to support independent, community based providers. More recently, Dr. Bucknor served as Chief Medical Officer for Advance Community Health, a Federally Qualified Health Center located in Wake and Franklin Counties.

Dr. Bucknor joined CCNC while serving as Medical Director of Community Care of Wake and Johnston Counties, a post she still holds since joining the Central Office team, has provided strong leadership for clinical programs, including quality management and the Practice Transformation Network program.

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